

Gateways Housing Support Housing Support Service

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Telephone: 01324 824 015

Type of inspection:
Unannounced

Completed on:
5 September 2024

Service provided by:
Stoneywood Care Services Ltd

Service provider number:
SP2008010065

Service no:
CS2019378301

About the service

Gateways is a combined Housing Support and Care at Home service that is based in Denny, Falkirk. It provides a service to adults with a learning disability and/or autism (and other complex needs), living in their own homes and in their local community.

The service registered with the Care Inspectorate in December 2020. The provider of the service is Stoneywood Care Services Limited, who are also based in Denny.

About the inspection

This was a follow up inspection which took place on 5 September 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations we:

- Spoke with the manager of the service, along with other leaders and staff.
- Reviewed medication recording systems, health files, action plans and quality assurance systems.
- This inspection was carried out specifically to follow up on the one requirement made in the inspection report dated 6 June 2024. This related to medication administration and recording.

Key messages

- Leaders and staff had responded well to the requirement we made around medication.
- All staff had received additional training in medication.
- Quality assurance of medication procedures had improved.
- Health and wellbeing outcomes for people had improved.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

When we inspected the service in June 2024 we made a requirement about medication. The quality of medication administration records needed to improve. There were significant gaps in medication administration records. Some administration guidance lacked sufficient information on the correct time, dose, or reasons why the medication should be given. There was also a lack of clarity around the level of support some people needed with medication. These issues placed people at risk of harm.

During this inspection we found leaders and staff had made significant improvements in these areas.

As the improvements had reduced the risk of harm to people, we decided to re-evaluate from "Adequate" to "Good" in Key Question 1 - 'How well do we support people's wellbeing'.

Please see the section "What the service has done to meet any requirements made at or since the last inspection" for more information.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that medication administration is safe and adheres to current best practice guidance.

By 30 August 2024 the provider must ensure that people are supported to take their medication safely, with procedures that follow best practice guidance.

In order to achieve this, the provider must, as a minimum:

- a) Refresh staff training around the safe administration of medication. This must include staff responsibilities around correct recording procedures.
- b) Carry out an evaluation of the current level of support people require to take their medication safely.
- c) Carry out an audit of people's current medication. Ensure medication dosage instructions on recording charts match the prescribed instructions.
- d) Ensure all 'as required' medications have sufficient guidance around when they should be given.
- e) Implement observations of staff practice and auditing of medication administration records.

This is in order to comply with regulation 4 (1) (a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24)

And

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 6 June 2024.

Action taken on previous requirement

Leaders and staff in the service had responded well to this requirement.

The provider had introduced additional staff training in medication. The training covered key principles around the correct administration and recording of medication. All staff, including leaders, had completed the training. Plans were in place for the training to be refreshed on an annual basis.

The provider had carried out an evaluation of the current level of support people needed to safely take their medication. This process had been carried out in a person-centred manner, placing people's wishes at the centre of the process. This was clearly documented within individual support plans and risk assessments.

The provider had worked closely with external professionals to identify people's current medications and had removed from recording sheets those medications no longer in use. Dosage instructions were clear and provided staff with enough information to safely administer each individual medication.

Guidance around "as required" medications had improved, with more information around when people may benefit from certain medications being administered. We discussed how this could be further improved by including information on how people who have limited verbal communication or a cognitive impairment may communicate to staff that they would benefit from an "as required" medication. We will check progress in this area at our next inspection.

Quality assurance around medication had significantly improved. Medication champions had responsibility for the safe collecting and distribution of medication to people's homes. Procedures had been implemented for staff to follow in the event of any errors. This was supplemented by weekly and monthly auditing of each person's medication. Regular observations of staff practice were taking place, with appropriate procedures in place in the event any practice issues were identified.

Taken together, these measures had reduced the risk of harm to people and contributed to improved health outcomes.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure the review process is used to its full potential, the provider should ensure that reviews are individualised, with discussion areas and related documentation focusing on areas that are important to each person using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change' (HSCS 1.12)

And

'I am recognised as an expert in my own experiences, needs and wishes' (HSCS 1.9).

This area for improvement was made on 6 June 2024.

Action taken since then

The review process had improved and further emphasis had been placed on linking reviews to the Health and Social Care Standards.

We will fully evaluate this area for improvement at our next full inspection, as the purpose of this inspection was to focus on the medication requirement we made in June 2024.

Previous area for improvement 2

To ensure quality assurance is used to drive improvement in the service, the provider should ensure a regular cycle of quality assurance and auditing activities are carried out by identified staff. Any actions should be captured, with agreed timescales to see through to completion. These activities should be used to influence the overall service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 6 June 2024.

Action taken since then

Quality assurance around medication had improved since our last inspection. We will fully evaluate this area for improvement during our next full inspection of the service. This follow-up inspection focused on the medication requirement we made in June 2024.

Previous area for improvement 3

To ensure effective communication with family members and professionals, the service should develop a communication strategy with the aim of improving communication with key people. This should include ensuring family members and professionals can access a manager when required. It should also include processes to ensure the Care Inspectorate is informed of any notifiable occurrences in the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23)

And

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 21 June 2023.

Action taken since then

We will fully evaluate this area for improvement at our next full inspection, as the purpose of this inspection was to focus on the medication requirement we made in June 2024.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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